

**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS  
POLICY & PROCEDURE**

**NUMBER: 172**

**VERSION: 2**

**SUBJECT/TITLE:** LANGUAGE INTERPRETATION

**POLICY:** Olive View customers receive information on all aspects of their healthcare needs in their preferred language.

**PURPOSE:** To ensure that language barriers are overcome and access to departmental programs and services for Limited English Proficiency (LEP) and non-English speaking patients is facilitated by the most appropriate and expeditious means available.

**DEPARTMENTS:** All

**DEFINITIONS:** **Employees on bilingual bonus:** Employees certified as fluent in a foreign language and are currently in assignments meeting the requirements of County Code Section 6.10.140, including fluency in both English and at least one foreign language, and demonstrate knowledge and sensitivity toward the culture and needs of the patient.

**Health Care Interpreter Network (HCIN):** The HCIN is a national cooperative of hospitals and interpreters that share a video/voice call center service to provide healthcare interpretation by trained agents.

**Health Care Interpreter:** A person fluent in English and the necessary second language who can accurately speak or sign, read or sign and readily interpret the necessary second language. This individual is able to translate the names of body parts, and competently describe symptoms and injuries in both languages.

**Telephonic Interpreter Service:** Telephone interpretation provided by Pacific Interpreters, Inc. When needed due to no HCIN access, calls route to Pacific Interpreters automatically by dialing extension 3298.

**Video Monitor Unit:** A telephone and video device on a rolling base used to facilitate video-conferencing among the patient, staff and interpreter.

**Polycom:** A speakerphone without handsets

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**PROCEDURE:** Olive View departments shall make every effort to communicate with patients in their preferred languages. Interpretation services shall be readily available in languages spoken by more than 5 percent of the local service area population or the patient population being served.

Olive View departments shall offer an interpreter at any point of service requested during the provision of services. Patients are not required or expected to use friends or family members as interpreters. The use of such may result in a breach of confidentiality and reluctance from the patients to reveal personal information critical to the services to be provided. Friends or family members may be used only if requested or authorized by the patient. The use of friends or family members as interpreters is to be documented in the patients' medical records.

NOTE: Minors (18 and younger) may not be used as interpreters.

Notices to advise patients of the availability of interpreter services are posted on Olive View's website and in conspicuous areas around the facility, including, but not limited to the emergency room, major entrances, admitting areas and lobbies.

Identify the language of the Limited English Proficient (LEP) patient.

1. An interpreter in the immediate clinic area may be used.
2. If an interpreter is not available, refer to the "Guidelines for Use of Interpreting Modes" (attachment 1) to identify the mechanism to communicate to the patient based on the resource available in each area.

All patient service areas within the hospital and clinics have one or more of the following devices available to connect to the Health Care Interpreter Network (HCIN):

- Video Monitor
  - Dual Handset Telephone
  - Polycom Sound Station
  - Portable Telephone with Headsets
3. Though contact with the HCIN should be made by means of one of the above devices, the HCIN can be accessed by dialing extension 3298 from any Olive View telephone.
  4. As needed, refer to the roster of bilingual Olive View staff who are certified as fluent in a foreign language.
    - Go to Olive View's intranet home page. Click on Departments, click

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on Human Resources and select Bilingual Bonus Roster to view the list of Olive View staff and the languages they can interpret.

5. If a sign language interpreter is not available via the HCIN, a GHX requisition must be completed to purchase interpretation services from a private vendor.
6. Olive View staff must ensure the patient and/or legal representative has obtained services completely and accurately in his/her preferred language.
7. Department managers must ensure an Interpreter Attestation Informed Consent is completed and submitted to HIM for scanning into ORCHID.

References: Centers for Medicare and Medicaid Services Conditions of Participation §483.10 (b), California Code of Regulations Title 22 §70721, California Health and Safety Code Section 1259, Knox-Keene Act §1367.04, Joint Commission Standards Provision of Care (PC).02.02.21 and Rights of the Individual (RI) .01.01.03	
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